



Case Study

# Emergency Response State Agency Goes From Parent Infrastructure to a Modern, Managed Model

## The client

The client is an agency responsible for a U.S. state’s emergency management program. The agency coordinates emergency planning, leads educational outreach efforts, and trains emergency responders and local officials to ensure the state is able to respond to and recover from disasters quickly. The organization has been a critical part of the state’s government for more than 50 years.

## The challenge: A government mandate to reestablish as an independent agency with dedicated infrastructure

After years being affiliated with a parent agency, the state ruled to separate the client agency and have it run as a stand-alone entity. Up until this time, the agency had shared resources with the parent agency, including IT infrastructure.

Such a change would need to be made with extreme dedication to availability and uptime, given the nature of the agency and the services they provide to the state. Any gaps could mean severe repercussions for the health and wellbeing of local citizens, institutions, and infrastructure.

### Industry:

State government

### CDCT provided:

- Assessment of existing infrastructure
- New architecture with technologies from Cisco, Cisco Meraki, Palo Alto Networks, VMware, and Microsoft
- Implementation and migration support
- Dedicated on-site engineer
- Ongoing managed care of new infrastructure

### CDCT services:

- Infrastructure Strategy Workshop
- Professional Services
- Managed Services

## The solution: A new architecture designed to be highly available, all managed by experts

The agency's CIO, CTO, and Chief of IT set out to meet the new mandate by building, testing, and migrating their IT services safely and securely within an accelerated timeframe.

Insight Cloud + Data Center Transformation (CDCT) began helping the agency with a targeted **Infrastructure Strategy Workshop**, which led their IT organization through a process of current state evaluation, best practices review, and roadmap development for creating a modern and services-oriented infrastructure model.

Based on discussions and findings from the workshop, we were able to define the optimal infrastructure for the client. This included implementations of Cisco® Integrated Services Routers (ISRs), Cisco Catalyst® switches (9300, 9400), Cisco Unified Computing System (UCS®) servers, Palo Alto Networks® firewalls (PA-3250), Cisco Meraki™ MR56 access points, VMware vSphere® Essentials Kit, Microsoft® Windows Server®, and Microsoft Azure® with Azure Active Directory®.

Expert planning allowed us to perform one data center migration with one virtual machine (VM) host with 4-6 VMs running needed local network applications. Most of the agency's applications are web- or cloud-based, as this helps them meet expectations for uptime and access during emergency events such as hurricanes, fires, or pandemics. The agency has also enlisted our Managed Services to support their new infrastructure as their IT organization becomes familiarized and up to speed.

## The benefits: Met state government mandate while exceeding expectations

When an unexpected event occurs, help is essential. Receiving the mandate to extricate from their parent entity put the agency in response mode — and they knew they needed expert support to guarantee the best outcomes.

The agency was able to identify their needs and fulfill them within a strict timeline. All data and services were migrated in a secure and timely fashion. By having a dedicated CDCT engineer on-site throughout the project, the agency had a first point of contact that was well-versed in their IT environment, as well as unique organizational requirements.

As they adapt to having their own infrastructure, they have the benefit of being able to rely on Insight Managed Services. Our team brings deep data center operational experience from managing tens of thousands of assets in nearly 1,000 locations on six different continents. The client has not only met key objectives but gained a modern infrastructure and trusted services provider in the process.

### Benefits:

**Streamlined data center transformation**



**Easy cutover process with maximum uptimes**

**New infrastructure designed for availability**



**Highly efficient and secure network architecture**

**Resilient cloud operational model**



**Managed Services to drive continual value**

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